

Module 11: Servicing of SFH Direct Loans

Learning Activity

Activity #4 – Suggested On-the-Job Learning Tasks



Put the information you know into action! This activity encourages you to complete several short, on-the-job learning tasks. Each task will introduce you to a different aspect of daily activities you may be responsible for as you assist CSC in servicing Single Family Housing Direct Loans. A list of the activities and an organizer to assist in reflecting on the activities is provided.

Activity #4 Instructions: Print out the list of activities and the worksheet provided in this document. Discuss the tasks with your supervisor to ensure all are relevant to your position. Proceed with completing each task. After completing a task take time to collect your thoughts and think about how you will implement the task on your own in the future using the worksheet provided. You may prefer to print more than one worksheet/organizer for each task.

- ☐ **Task #1** – Using information from a new applicant's file, complete Form 1944-14, Payment Assistance Agreement. The Forms Manual Insert (FMI) will be helpful in completing this task.
- ☐ **Task #2** – Using the information from your visit with lenders above, review information submitted by a few customers to determine whether they can refinance to other credit as part of your office's refinancing review. Keep in mind that Guaranteed Loans are available as tools to assist in refinancing.
- ☐ **Task #3** – Ask your supervisor to assist you with calculations using amortization tables to calculate payments and repayment ratios for the refinancing review. It is good for you to know how these payments are calculated and whether the borrower qualifies for other credit.
- ☐ **Task #4** – Schedule time with whomever in your office routinely accesses MortgageServ; ask them to walk you through the process of retrieving and sending queues for your office. Refer to the DLOS Loan Origination Training Manual, Field/CSC Interfaces Chapter.
- ☐ **Task #5** – Complete the attached Form AD 838 using the "example request" from above. Have your trainer review the Form AD 838 for correct codes, etc. and remember to document the proper procedure for PROTECTIVE ADVANCES in your particular state.





On-the-Job Task Reflection

1. What? *Briefly Describe the Task:* _____

2. Why? *What purpose does this task serve in servicing Single Family Housing Direct Loans?*

3. When? *At what point will you complete this task?*

4. Who? *What parties are involved in completing this particular task? What is each party's responsibility in completing the task?* _____

5. How? *What are important steps and/or tips to remember as you complete this task in the future?* _____

What un-answered questions do you have about the task you completed? (Ask your supervisor about these questions.) _____

